



**State of Louisiana**  
Louisiana Department of Health  
Bureau of Health Services Financing

**VIA E-MAIL ONLY**

December 10, 2021

Mr. Richard Born, CEO  
Aetna Better Health  
2400 Veterans Memorial Blvd, Suite 200  
Kenner, LA 70062

**RE: Notice of Additional Monetary Penalty - Updating of Provider Directories**

Dear Rick:

By Notice of Monetary Penalty dated October 6, 2021, Aetna Better Health (ABH) was notified of its failure to ensure accurate data is on file for all contracted providers. The contract between ABH and the Louisiana Department of Health (LDH) provides:

7.19. Provider Directory

7.19.1. The MCO shall maintain accurate provider directory data. LDH shall conduct periodic audits to verify the accuracy of the MCO's provider directory data. The MCO shall maintain an accuracy rate of at least 75%. The MCO will not be penalized if it can demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.

ABH's 2021 Quarter 3 results revealed a compliance score of 34.4%.

The violation warranted the assessment of monetary penalties in accordance with the following provision from the Table of Monetary Penalties in Section 20.3.3:

<b>Provider Directory</b>	<p>Fifty thousand dollars (\$50,000.00) per audit conducted by LDH wherein the MCO is found to have not maintained an accuracy rate of at least 75% per audit period and does not demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.</p> <p>One thousand dollars (\$1,000.00) per calendar day for failure to correct inaccurate provider directory data within 14 days<sup>1</sup> of notification by LDH.</p>
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ABH was instructed to correct inaccurate data and submit documentation of the corrections by October 27, 2021. ABH did not submit the required documentation until October 29, 2021, but that documentation contained errors. ABH was notified of these errors on November 3, 2021. ABH corrected the errors and re-submitted fully accurate documentation on November 5, 2021. Because the initial submission was made two days late and corrections were submitted two days following notification, an additional penalty in the amount of \$4,000 will be retained from the next monthly capitation payment made to ABH.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Michael Boutte  
Medicaid Deputy Director

SG/lj

cc: Patrick Gillies  
Dana Johnson  
Whitney Martinez  
AET2-52

Marisa Naquin  
Kim Sullivan  
Christina Wilson

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<sup>1</sup> LDH is providing a 21-day deadline for the corrections required by this Notice.